



BODEY MEDICAL CENTRE

Patient Comments and Feedback Survey 2012/2013

What People Like about Bodey Medical Centre:

- **“The building is very modern, bright and clean”**
- **“Nice building, friendly staff and emergency appointments are great”**
- **“Building is lovely, clean and new. Reception is great. Self check-in is a really good idea to bust the queues. Reception staff are friendly and seem to cope really well with the stress of such a busy surgery. Waiting times are insignificant, I have only waited maybe 5 minutes which is really good”**
- **“The whole package. It is a centre of excellence. It is a first class practice you would think that it was run by BUPA not the NHS”**
- **“It is the best GP practice I have ever been registered with”**
- **“Very satisfied with the building, reception and professionalism of everyone I have met”**
- **“The telephone triage system is good as an appointment is not always needed. A good range of services is offered including minor procedures”**
- **“Being able to order my repeat prescriptions online is excellent”**
- **“The receptionists here are great. I needed an emergency prescription and they were ever so helpful about it”**
- **“All the services I have used are very good. The staff are friendly, and the clinical care offered is efficient and caring. I am mostly satisfied with the appointment system and is a big improvement on the old one”.**

- “Attractive building, good location, friendly doctors and nurses, OK waiting times, good access to emergency appointments, good range of services”
- “Local, pleasant, friendly atmosphere with helpful staff. Like the 'sign yourself in' facility, when it works”
- “Building and few doctors”
- “Building patient friendly glad you put room number directions up in reception. Receptionist efficient and willing to find answers to patient problems. New nurse excellent personalises patient relationship. Waiting times never been a problem recently, emergency appointment times excellent improvement. Phonelines always busy but the waiting time has decreased and if important is worth waiting for”
- “Friendliness of staff. Calm and consistent throughout”
- “Clean approach to surgery, great to be able to talk to a doctor on a 'phone when an appointment is not readily available”
- “Modern light building, easily accessible and convenient parking. Integration of technology. Repeat scripts on line order system”
- “The practice environment is so good now. I have been a patient for a number of years and you are at your best now and I hope always continuing to improve and continue to offer the very best care”
- “Friendliness of staff, range of services offered, access to emergency appointments and online services”
- “Think I have found a doctor that I can relate to”
- “Simply fantastic”
- “I feel good at Body Medical Centre. It has friendly staff and doctors and their behaviour and treatment is very well.”
- “The building is very nice. The doctors and nurses are extremely helpful and friendly”

- **“New facility”**
- **“Nice building. Parking. Website. Staff generally polite”**
- **“Location, good doctors”**
- **“General friendliness”**
- **“I like the building, waiting room, 10 minute late allowance and the sexual health nurses”**
- **“Never been inside, but it's very close by”**
- **“Thank you to Dr Sukumar for being so understanding, patient, thorough and above all a heartwarming person”**
- **“The GP's have always been very good, and reception is very friendly”**
- **“Most things about your surgery are great. Always able to get an appointment or speak to a doctor. Good location with parking. Being all on one level is good to”**
- **“Facilities are good. Some of the Drs are good”**
- **“I think it's a great surgery and fantastic staff and G.Ps. Like the fact that G.Ps phone back saves an appt”**
- **“Good staff, easy to get emergency appointments”**
- **“Very polite and helpful. I have had few needs for Emergency so I would not know”**
- **“The surgery is very pleasant the reception staffs are happy to help when they can my doctor (Dr Tomkinson) has been a life saver to me and is in my opinion one of the best”**

- **“The Health Care assistant Carole, when she takes my blood pressure. She is very skilled”**
- **Response from Practice**

The positive comments were all very gratefully received. We feel that we have a hard working and conscientious team at the surgery, that are passionate about delivering patient-centred, first class clinical care, that is fit for the evolving demands and challenges of the 21st century. It was nice to see this acknowledged in some of your thoughtful and sincere comments above.